



VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD

POST AND BID/JOB OPPORTUNITY

STAFF SERVICES ANALYST
QUALITY ASSURANCE MENTAL HEALTH/JOINT POWERS SECTION
Permanent/Full-Time
\$2,632.00 - \$4,155.00

All staff employed at the Victim Compensation and Government Claims Board are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible to our clients. Creativity and productivity are encouraged and every effort should be made to treat others fairly, honestly and with respect.

GEOGRAPHICAL LOCATION:

The Victim Compensation and Government Claims Board (VCGCB) does not have any field offices and is located in Downtown Sacramento, CA.

ESSENTIAL FUNCTIONS:

Under the direction of the Staff Services Manager I, the Staff Services Analyst (SSA) independently conducts quality reviews of claims processed in the Victim Compensation Program (Program) to ensure that actions recommended by program staff for adoption by the Board are in compliance with the statutes, regulations and policies governing the program, and accumulates and analyzes the results of these reviews to identify training needs, and areas of improvement. The SSA conducts spot training, as needed, for individuals or teams in the Region, and provides feedback to the Regional Manager on the training needs of the Region.

- Independently conducts quality assurance reviews of individual claims to ensure that actions recommended by staff are in compliance with statutes, regulations, and board policy.
- Provides written and oral feedback to staff on the quality of claims processed, and provides on-the-job training to individual staff as needed.
- Separates and examines the results of quality assurance reviews, and provides management with data analyses reports.
- Provides management with information regarding the overall compliance rate of claims process by individuals/teams/regions within the Victim Compensation Program and identifies training needs.
- Works collaboratively with other regional SSAs performing quality assurance reviews to evaluate the quality assurance review program as a whole, and identify needed improvements to the program and tools used.
- Provides management with a recommendation for process improvements within the program and works closely with Managers and other Board and Program staff to develop and implement process improvement to better serve the Board's clients.
- Monitors statutes and regulations and current Program policy in order to maintain the integrity of the automated tool, as well as the data input and output.
- Works closely with the Training Section to develop program-wide training when necessary.

REQUIRED TECHNICAL AND PROFESSIONAL SKILLS AND ABILITIES:

- Effectively express ideas and facts both orally and in writing to individuals or groups;
- Ability to create original correspondence or reports to respond to requests for information or provide the basis for decisions;
- Demonstrate courtesy, tact, and empathy; relate well to persons of varied backgrounds; deal with sensitive subject matter;

The selected individual must report to the new position in no less than fourteen (14) calendar days unless agreed otherwise by the current and hiring supervisor. The start date must be effective within thirty (30) calendar days of the date the employee accepted the position.

POSITION NUMBER: 040-270-5157-00x



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- Evaluate situations, demonstrate a good understanding of key issues, and appropriately address related issues;

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- Accurately use knowledge to interpret, apply, and communicate the laws, rules, policies, and procedures of the VCP;
- Use critical and creative thinking to effectively perform work;
- Ability to use computers and various computer applications, Programs, and systems to achieve performance objectives.

EDUCATION REQUIREMENT:

None.

PHYSICAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

75 - 100% of time spent at work requires prolonged sitting using a keyboard, video monitor and/or telephone. 0-25% of time spent at work requires standing, walking, bending or stooping, grasping and reaching for work materials. No climbing balancing or kneeling is required. The work environment is quiet with minimal noise produced from computers, copiers, printers or light human traffic.

DIFFERENTIALS THAT APPLY TO POSITION:

None

FINAL FILING DATE OF BID APPLICATION:

Final filing date for bid process is: **July 31, 2006**

If the position is not filled during the bid process, the final filing date will be "Until Filled" for Open candidates (non-bidders).

LOCATION OF BID APPLICATIONS:

For Post and Bid applicants only: Bid applications are located in the VCGCB Intranet under the HR Tab/Labor Relations section. Please print out and complete the application in its entirety before submitting. Please **do not** submit a Std. 678 State Application if you are bidding for this vacancy via the Post and Bid process.

SUBMIT BID APPLICATION TO:

Victim Compensation and Government Claims Board
Attn: Robin Jones/Human Resources Section
P.O. Box 48
Sacramento, CA 95812-0048
(916) 324-3252
email address: rjones1@vcgcb.ca.gov

CANDIDATE AVAILABILITY WINDOW PERIOD:

Candidate must be available for contact from date of posting 07/19/06 through close of business 08/19/06.

The selected individual must report to the new position in no less than fourteen (14) calendar days unless agreed otherwise by the current and hiring supervisor. The start date must be effective within thirty (30) calendar days of the date the employee accepted the position.

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WHO MAY APPLY:

Preference will be given to VCGCB employee's eligible to bid for this position. Bidders must meet the requirements per Section 15.3.1 of the bargaining contract. If there are no successful bidders for this vacancy, recruitment will be open to candidates currently at or have eligibility for the SSA classification.

Open candidates (non-bidders) are to submit a Std. 678 State application, a current resume and cover letter explaining their eligibility and interest in this position. Applications of non-bidders will be screened and only the most qualified will be selected to interview.

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BULLETIN # P&B JP 07-001

POST DATE: 07/19/06

RPA# 005